

2014 Connecticut Vaccine Program Customer Service Satisfaction Survey



Childhood Vaccine Advisory Committee Meeting
June 4, 2013

Methods

- Email and fax sent to 717 enrolled providers
- Link to online survey in email
- Providers also able to complete on paper
- Requested respondents to consult with multiple individuals if necessary

Methods

- Respondents provided PIN
- Asked to self identify specialty and private vs. public facility
- Responses matched to 2013 order volume and county using PIN
- Responders compared to all enrolled providers by specialty, private/public, order volume and county

Methods

- Ordering process, customer service, and communication items assessed with a modified Likert scale:

1=Very satisfied

2=Satisfied

3=Dissatisfied

4=Very dissatisfied

5=Does Not Apply

Methods

- Respondents could reply to the following in a free text response:
 - Reasons for being in favor/not in favor/not sure about expansion of CVP
 - Do you have any concerns about the CVP?
 - Do you have suggestions for changes or improvements to the CVP?
- Responses were coded into groups for summarizing

Results

- 63 of 729 emails returned
 - also sent faxed survey
- 428 responses
 - Response rate 60%

Respondent Characteristics

		All Providers (No. (%))	Survey Respondents (No. (%))
Facility Type*		N=717	N=427
	Private	437 (61)	273 (64)
	Public	275 (38)	111 (26)
	Unknown/Blank	5 (1)	43 (10)
Specialty Type*		N=717	N=428
	Pediatrics	237 (33)	198 (46)
	Family Practice	177 (25)	98 (23)
	School / college Based HC	119 (17)	47 (11)
	LHD	29 (4)	19 (4)
	Internal Medicine	21 (3)	14 (3)
	Other	134 (19)	52 (12)
Order Volume*		N=668	N=392
	Median Order (range)	585 (5-36,360)	875 (10-27,285)

*P <0.01

Respondent Characteristics

County*	All Providers (No. (%))	Respondents (No. (%))	Response Rate (%)
Hartford	183 (25)	122 (29)	67
Fairfield	181 (25)	92 (21)	51
New Haven	130 (18)	69 (16)	53
New London	69 (10)	45 (11)	65
Tolland	36 (5)	22 (5)	61
Litchfield	35 (5)	17 (4)	49
Middlesex	36 (5)	17 (4)	47
Windham	35 (5)	15 (4)	43
Unknown	13 (2)	29 (7)	

*P <0.01

Ordering Process

	Number of responses	Mean (Standard Deviation)	Range
Ease of ordering	425	1.48 (0.72)	1-5
Availability of vaccines	424	1.41 (0.69)	1-5
Delivery Time	425	1.54 (0.77)	1-5
Condition of vaccines on arrival	425	1.32 (0.63)	1-5
Storage requirements	424	1.39 (0.57)	1-5
Documentation requirements	424	1.58 (0.70)	1-5
Overall ordering process	423	1.54 (0.70)	1-5

Ordering Process

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Ease of ordering	263 (59.5)	163 (36.9)	7 (1.6)	1 (0.2)	8 (1.8)
Availability of vaccines	289 (65.5)	143 (32.4)	1 (0.2)	0 (0)	8 (1.8)
Delivery Time	256 (57.9)	162 (36.7)	12 (1.2)	4 (0.9)	8 (1.8)
Condition of vaccines on arrival	326 (73.8)	109 (24.7)	1 (0.2)	0 (0)	6 (1.4)
Storage requirements	284 (64.5)	151 (34.3)	1 (0.2)	2 (0.5)	2 (0.5)
Documentation requirements	231 (52.4)	185 (42.0)	16 (3.6)	16 (3.6)	3 (0.7)
Overall ordering process	239 (54.3)	187 (42.5)	6 (1.4)	1 (0.2)	7 (1.6)

Customer Service

	Number of responses	Mean (Standard Deviation)	Range
Availability of CVP staff	422	1.48 (0.86)	1-5
Response time of CVP staff	419	1.53 (0.89)	1-5
Professionalism of CVP staff	421	1.46 (0.84)	1-5
Ability of staff to solve problems	419	1.53 (0.94)	1-5
Annual registration	419	1.76 (0.92)	1-5
Overall service	418	1.44 (0.78)	1-5

Customer Service

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Availability of CVP staff	287 (65.5)	132 (30.1)	2 (0.5)	0 (0)	17 (3.9)
Response time of CVP staff	269 (61.8)	124 (32.6)	6 (1.4)	0 (0)	18 (4.1)
Professionalism of CVP staff	291 (66.6)	28.8 (126)	5 (1.1)	0 (0)	15 (3.4)
Ability of staff to solve problems	276 (63.4)	131 (30.1)	7 (1.6)	0 (0)	21 (4.8)
Annual registration	189 (43.6)	207 (47.8)	14 (3.2)	4 (0.9)	19 (4.4)
Overall service	284 (65.4)	135 (31.1)	2 (0.5)	0 (0)	13 (3.0)

Communications

	Number of responses	Mean (Standard Deviation)	Range
Fax	416	1.63 (0.95)	1-5
Email	414	1.79 (1.23)	1-5
Website	411	1.92 (1.22)	1-5
Newsletter	400	2.19 (1.44)	1-5

Communications

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Fax	244 (56.6)	153 (35.5)	11 (2.6)	3 (0.7)	20 (4.6)
Email	238 (55.5)	138 (32.2)	7 (1.6)	0 (0)	46 (10.7)
Website	193 (45.3)	175 (41.1)	10 (2.3)	0 (0)	48 (11.3)
Newsletter	163 (39.4)	167 (40.3)	5 (1.2)	2 (0.5)	77 (18.6)

Shipping

	0 times	1-2 times	3-4 times	5-6 times	Don't Know
Vaccines non-usable	425 (97.3)	7 (1.6)	0 (0)	0 (0)	5 (1.1)
No packing slip	420 (96.1)	11 (2.5)	0 (0)	0 (0)	6 (1.4)
No diluent	411 (94.3)	15 (3.4)	1 (0.2)	0 (0)	9 (2.1)
Changes	415 (95.4)	10 (2.3)	0 (0)	1 (0.2)	9 (2.1)
Other	220 (84.3)	25 (9.6)	5 (1.9)	0 (0)	11 (4.2)

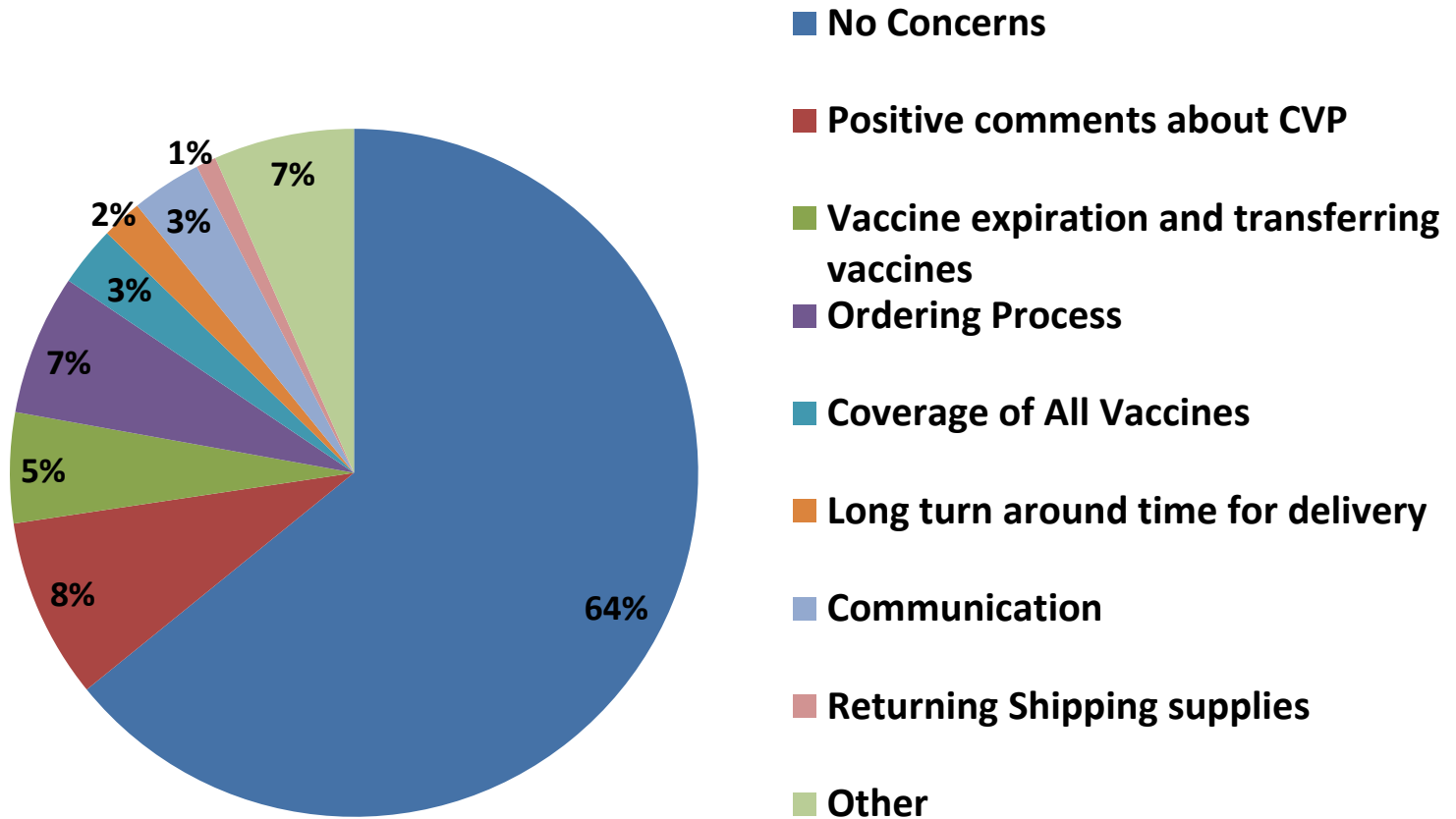
Expansion

In Favor	Number (%)
Yes	331 (78.4)
No	32 (7.6)
Unsure	59 (14.0)

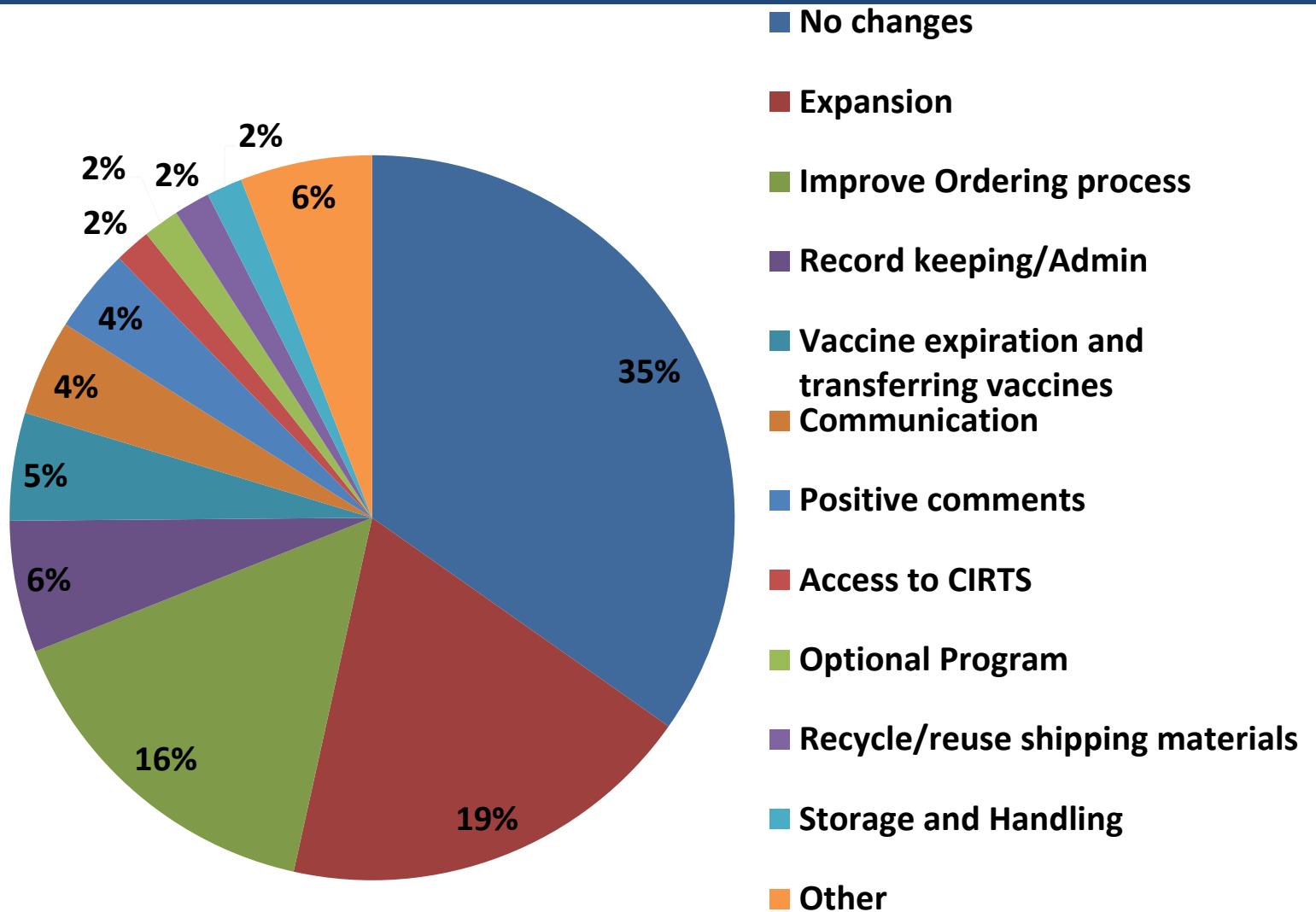
Expansion

- Reasons for expansion
 - Ability to vaccinate more children
 - No separate inventories
- Reasons for no expansion
 - Few children in practice
 - Staff time (paperwork, inventory)
 - Lost revenue

Concerns About CVP



Changes or Improvements



Summary

- 96% very satisfied or satisfied with overall vaccine ordering process
- 94% satisfied or very satisfied with timeliness of deliveries
- 98% rated availability of vaccines satisfactory or very satisfactory
- 96% satisfied or very satisfied with overall customer service

Summary

- 92% satisfied or very satisfied with fax communication
- 78% in favor of expansion of the vaccines offered by the CVP.
 - ability to vaccinate more children
 - not having to maintain separate vaccine inventories.
- No differences in satisfaction based on specialty, order volume, practice type, or location

Potential Improvements

- Use of email, website and CVP Update as communication
- Respondents indicated preference for an online ordering process

THANK YOU